

Descriptions for DTS Service Offerings Affected by the FY 2006/07 Rate Changes

MAINFRAME APPLICATION HOSTING SERVICE

The DTS provides software application hosting on mainframe computers running the OS390 and/or z/OS operating system (OS). Our mainframe computers are located in our secure, environmentally controlled raised floor computer room. The DTS provides full power system redundancy and fire suppression system. The DTS offers extensive, secure processing, monitors computing availability and performance, and provides backup and recovery capabilities.

Service Offering Highlights

- Hardware procurement, installation, and maintenance for mainframes
- Software procurement, installation, and maintenance for mainframes (operating system, system utilities, database, and web software)
- Performance monitoring
- Network connectivity
- Environmentally -controlled secure facility
- Reliable power with full uninterruptible power supply (UPS) and generator backup
- Halon fire suppression system
- System backup and recovery
- Security systems including virus protection, data encryption, and intrusion detection

DATA STORAGE SERVICES

The Department of Technology Services offers Data Storage Services, which currently include monthly charges for storage of data on mainframe and on midrange services. In an effort to bring the DTS rates into a single billing structure and to reduce the number and complexity of published rates, disk device connect time is being eliminated and DTS is standardizing storage rates at a gigabyte/month. Please note that the midrange storage rates are not affected by these proposals; a more-in-depth analysis of the differences in the overall mid-range business service offering models will be required before the storage in these areas can be addressed.

Service Offering Highlights

- Procurement of hardware and software
- Raised floor space for storage
- 24/7 maintenance of equipment and problem resolution
- Capacity planning and Performance management of storage
- Configuration of storage
- Reliability of storage using RAID; no single points of failure
- 24/7 availability
- High-speed Storage Area Network (SAN) for scalability and flexibility
- Centralized backup/restore
- Tape infrastructure for backup and restore

- Offsite storage of backup tapes
- Positioning Enterprise Storage for new technology

TAPE LIBRARY SERVICES

The Department of Technology Services offers Tape Library Services, which currently include monthly charges for storage of tape media on mainframe and on midrange services. The charge for tape device connect time is being eliminated as part of an effort to bring the DTS rates into a single billing structure and to reduce the number and complexity of published rates. Please note that any midrange tape utilization that may occur is not affected by this proposal; a more-in-depth analysis of the differences in the overall mid-range business service offering models will be required before the storage in these areas can be addressed.

VM SERVICES

The Department of Technology Services offers Virtual Machine (VM) system services that are currently used for a variety of business and technical applications. DTS had 11 separate published rates for VM processing, data storage, and SWIFT (OV/VM Profs) by subscription. In order to simplify the rate schedule, VM services are now merged into 3 rates: VM CPU, VM DASD, and SWIFT. DTS will continue to support VM for subscribers, but because customer workload on this platform has been steadily declining, it will no longer appear on the published rate schedule.

AIX APPLICATION HOSTING SERVICE

Broadly available software applications are a vital component of many businesses. Ensuring that these applications are hosted in a reliable, secure and technological up-to-date environment is, for many organizations, difficult, expensive and a drain on technical support staff. The Department of Technology Services (DTS) offers extensive, secure processing, monitors computing availability and performance, and provides backup and recovery capabilities.

The DTS AIX Application Hosting Service provides a software architecture which facilitates sharing of data and applications across dissimilar hardware platforms. The open-ended architecture and flexibility of this operating system enables it to run on platforms ranging from desktop systems to supercomputers and to support an extremely broad range of software.

Service Offering Highlights

- Hardware procurement, installation and maintenance for servers
- Software procurement, installation, and maintenance for servers (operating system, system utilities, databases, and web software)
- Performance monitoring
- Network connectivity (for customers with existing DTS network connections)
- Environmentally controlled and secure facility
- Reliable power supply with full uninterruptible power supply (UPS) and generator backup
- Halon fire suppression system
- System backup and recovery
- Security systems including virus protection, data encryption, and intrusion detection

WINTEL APPLICATION HOSTING SERVICE

Broadly available software applications are a vital component of many businesses. Ensuring that these applications are hosted in a reliable, secure and technological up-to-date environment is, for many organizations, difficult, expensive and a drain on technical support staff. The Department of Technology Services (DTS) offers extensive, secure processing, monitors computing availability and performance, and provides backup and recovery capabilities.

The DTS provides software application hosting on midrange servers running Windows 2000/2003 operating systems (OS). The application servers are located in a physically secure, environmentally controlled, and a raised floor computer room. The DTS provides full power system redundancy and a fire suppression system.

Service Offering Highlights

- Hardware procurement, installation and maintenance for servers
- Software procurement, installation, and maintenance for servers (operating system, system utilities, databases, and web software)
- Performance monitoring
- Network connectivity (for customers with existing DTS network connections)
- Environmentally controlled and secure facility
- Reliable power supply with full uninterruptible power supply (UPS) and generator backup
- Halon fire suppression system
- System backup and recovery
- Security systems including virus protection, data encryption, and intrusion detection

SHARED WEB HOSTING SERVICE

In a shared hosting environment, multiple customers share the same server for their web hosting needs. The server hardware, operating system, web software, and network connectivity are maintained by DTS while content and customer applications are either maintained or supported by the customer or DTS, while content and customer applications are maintained and supported by the customer. This service provides an economical solution to customers who have simple web hosting needs and where the customer's business requirements do not demand a dedicated environment. *Statistical reports are available upon request for a standard fee.*

Service Offering Highlights

- An economical solution for simple web hosting needs
- Ability to scale a solution to the customer's business needs
- The DTS is physically secured from the general public to provide extra security
- IP addresses and DNS registration are provided (for ca.gov, state.ca.gov, cahwnet.gov domains only)
- Performance monitoring and alerting functionality
- Backup/Restore offsite storage for data recovery
- Anti-Virus protection.
- Restricted FTP access for content management
- Uninterrupted Power Supply

Customers with 4.0 GB of data storage or 100 GB of data transfer are recommended to move to a dedicated web hosting service.

DATABASE LICENSING

Department of Technology Services recently contracted with MGT of America to conduct a rate methodology review to address the department's cost recovery requirements, as set forth in state laws and regulations. One of the department's objectives during the consolidation of the data centers is to develop a common set of rate methodologies for identifying the cost of data center services and recovering those services through user charges. MGT focused on providing information in the areas of: Cost Allocation, Cost Accounting and Rate Development. One of the recommendations from the MGT study was: "Discontinue the service of providing database licenses to customers and request that users obtain the licenses directly from vendors". To implement this recommendation, the database licenses and on-going yearly maintenance costs associated with midrange platforms will be charged as a direct pass-through cost per customer. The DTS rate for database support is also being standardized at \$1,230.60 per server per month, which was previously in effect at the Cannery campus.

CONSULTING SERVICES

Consulting services can be obtained for a variety of activities that require unique or one-time effort from the data center. Services of this nature are typically obtained by Service Request, where an estimate is developed for the customer. They may be stand alone charges, or be complementary to others based on the customer's complete request for products or services. For example, PC/Lan, website design and other internet services, and mainframe dedicated software support are service areas where consulting hours are often used to meet customer needs. The DTS rates for consulting allow services to be obtained at the associate, staff/senior, and certified levels.